

Marissa Willow du Bois

Programmer Analyst

217 SE 84th Ave
Portland, OR 97216

Phone: (206)-550-1253
marissa@galacticsoft.net
[Personal Portfolio](#)

Summary

Multidisciplinary developer with over 16 years of development and technology experience. Experienced with software development life cycle from design and development to quality assurance and end-user support.

Experience

Software Analyst

2015-Present AudaExplore a Solera Company Portland, OR

- Perform system analysis, design, development and implementation of enterprise software and scalable solutions for the insurance and automotive industries in a high transaction environment.
- Work collaboratively with Customers, Upper Management, Development Managers, Architecture, QA and other Software Developers in producing product requirements and quality software products utilizing best practice methodology and technology.
- **Skills Used:** ColdFusion, C#/.Net, HTML, CSS, Javascript, JQuery, C++, Web Services, MySQL, PL/SQL, Bootstrap, Responsive Design, XML, SOAP, Stored Procedures/Views, UI/UX, Database Design/Analysis, System Design, IIS, SVN, Continuous Integration, Visio

Programmer Analyst

2010-2015 Software Planning Walla Walla, WA

- Full-stack development for winery management software and other consulting projects using agile methodologies, including: design, development, testing, optimization, debugging, and support.
- Administration and deployment of servers located internally and remotely. Respond to telephone calls and email requests for technical support. Document, track, monitor and resolve bugs with timely resolution. Consult with clients to develop new features or products as needed.
- **Skills Used:** VB/VBA, DAO, MS SQL Server, T-SQL, SSRS, HTML/CSS, XML, SOAP, MS Access, Excel Macros, Report Design/Analysis, Stored Procedures/Views, UI/UX, Database Design/Analysis, System Design, Amazon Marketplace Web Service, Vital/TSYS, PayPros, Card Readers, OPOS, Web Services, Active Directory, POS Systems, Accounting Systems, WiseScript, User Support

Software Developer Contract

2010-2011 Walla Walla Foundry Walla Walla, WA

- Contracted to develop an internal work order entry and reporting system for artwork installations. Designed and implemented a front-end interface using C# and WinForms. Developed relational database back-end using Microsoft SQL server. Created an integrated reporting and administration solution using Microsoft Access and VBA.
- **Skills Used:** C#, ADO.NET, UI/UX, WinForms, T-SQL, MS SQL Server, MS Access Development, VBA, Database Design/Analysis, Report Design/Analysis

Help Desk / Intranet Admin / Telecom Admin

2008-2010 SanMar Corporation Issaquah, WA

- Deployed and Repaired PCs, Peripherals and Printers. Identified, researched, and resolved technical problems. Responded to telephone and email requests for technical support. Documented, tracked and monitored issues to ensure a timely resolution. Developed, maintained and supported tools, scripts and applications essential to the Help Desk and other departments.
- Administered intranet content management system Typo3. Created and maintained content and tools for the IT department intranet page.
- **Skills Used:** Hardware Support/Repair, OS Installation/Configuration, Networking, Excel Macros, WMI/VBS/Batch Scripting, Typo3, HTML, CSS, Javascript, JQuery, XML, T-SQL, MS Access Development, Avaya PBX, Envision, Goldmine, Active Directory, Telcom

Operations Analyst*2006-2008 SanMar Corporation Issaquah, WA*

- Designed and implemented a call center attendance tracking and analytics system with excel based front-end using VBA and a Microsoft Access back-end. Managed database maintenance, supervisor training. Developed and maintained automated agent reporting system essential for call center statistics.
- Supported supervisors with questions related to call center software and policies. General administrative duties, tracking attendance, updating agent stats, approving time-off requests, filing, and data entry.
- **Skills Used:** VBA, Excel Macros, MS Access Development, UI/UX, Report Design/Analysis, Database Design/Analysis, System Design, VBS/Batch Automation, Avaya, Envision, Telecom Analysis.

Projects

- **Programmer/DBA for Software Planning** *(2010-Present)*
 - Developed log invoicing system for a timber industry client using ASP.Net, SQL Server, and SSRS. Setup and configuration of SSRS, created SSRS reports, administration of users and security settings.
 - Integrated Amazon Marketplace web service API with VinBalance to programmatically exchange e-commerce data for orders and payments.
 - Integrated PCI compliant credit card processing system using PayPros encrypted credit card merchant services for VinBalance point of sale.
- **Programmer/DBA for Walla Walla Foundry** *(Contract) (2010-2011)*
 - Designed and developed work order entry system front-end using C# and WinForms.
 - Developed relational database back-end using Microsoft SQL Server. Created tables, triggers, stored procedures and views.
 - Implemented integrated reporting and administration application using Microsoft Access and VBA.
- **Programmer/DBA for SanMar** *(2005-2010)*
 - Created front-end application to track call center attendance and adherence using Access and Excel.
 - Created an Access database and Excel front-end to track help desk equipment and inventory.
 - Created automated reports and scripts to save time and effort for the help desk and call center.

Expertise

Languages: C#, Visual Basic 6.0/.NET, VBA, C, C++, T-SQL, XML, ColdFusion
Environments: Visual Studio, Mono Develop, Eclipse, Access, Typo3, SSRS, Visio
Libraries: Win32, MFC, .Net (All Versions)
Internet: HTML, CSS, JavaScript/AJAX, PHP, Bootstrap
Scripting: WMI, VBS and Batch
Database: Microsoft SQL Server, MySQL, Oracle PL/SQL
Operating Systems: Windows (All Versions), Linux, OS X
Source Control: GIT, SVN

Education**Bellevue Community College: Continuing Education***2000-2002*

- Visual Basic 6.0 Development
- C/C++ Development
- Data Structures in C
- Win32 Development with C